

 Georgia Technology Authority	<b>Georgia Technology Authority</b>		
<b>Title:</b>	<b>Email Roles and Responsibilities</b>		
<b>PSG Number:</b>	S-07-008.01	<b>Topical Area:</b> Email	
<b>Document Type:</b>	Standard	<b>Pages:</b> 3	
<b>Issue Date:</b>	11/01/06	<b>Effective Date:</b>	09/01/07
<b>POC for Changes:</b>	GTA Information Technology Planning Office		
<b>Synopsis:</b>	Establish the State standard for defining the roles and responsibilities of email system and message management.		

## PURPOSE

The purpose of this standard is to establish the State standard for defining the roles and responsibilities of email system and message management.

## SCOPE

All Agencies, as that term is defined in the Official Code of Georgia Annotated § 50-25-1(b)(1), unless specifically exempted, are required to abide by the standard hereby established. All users (employees, contractors, vendors, and other parties) are expected to understand and abide by them.

## STANDARD

**Email System Management Responsibility:** Responsibility for email system administration and maintenance is an IT function. These responsibilities would include software and hardware upgrades, connectivity, and system maintenance and performance, recommendations for system improvements, and assignment and disconnection of user mailboxes. Anything dealing with the technical support would fall under IT.

**Email Messages Management Responsibility:** It is the responsibility of the agency administration to ensure that agency records and their use meet all associated compliance issues. These include the Georgia Records Act, the Open Records Act, State Retention Schedules and any and all state and federal regulations that may pertain to the agency's core functions.

E-mail Messages are records as defined under O.C.G.A. 50-18-91(5). The responsibility for records management rests with the administrative unit of the agency as defined by O.C.G.A. 50-18-94. This includes the creation, dissemination and disposition of all agency records, including electronic records such as e-mail. It is an administrative responsibility to ensure that all agency personnel comply with records management policies.

## ENFORCEMENT

Individual state agencies will be responsible for developing detailed procedures to comply with these standards. The standards will guide periodic reviews, as well as audits by the Georgia Department of Audits and Accounts. In addition, GTA will review applicable hardware, application and service purchases via the APR process to ensure that vendors and contractors are aware of the standards and have agreed to comply with them. Violators of these standards may be subject to employee disciplinary procedures. Agencies may impose sanctions upon their employees for violations of standards.

## AUTHORITY

GTA has the statutory authority to *"set technology policy for all agencies except those under the authority, direction, or control of the General Assembly or state - wide elected officials other than the Governor."* (see O.C.G.A. § 50-25-4(a)(10)). Additionally, GTA has the authority to, *"establish technology security standards and services to be used by all agencies."* (see O.C.G.A. § 50-25-4(a)(21)).

## EXCEPTIONS

Exceptions to the Standard will be submitted in accordance with the Georgia Technology Authority Exception policy.

## GUIDELINES

None

## TERMS and DEFINITIONS

**Electronic mail**, abbreviated **e-mail** or **email**, is a method of composing, sending, storing, and receiving messages over [electronic](#) communication systems or Email Systems. The term e-mail applies both to the [Internet](#) e-mail system based on the [Simple Mail Transfer Protocol](#) (SMTP) and to [intranet](#) systems allowing users within one company or organization to send messages to each other.

**Email Systems** are software and hardware systems that transport messages from one computer user to another. E-mail systems range in scope and size from a local email system that carries messages to users within an agency or office over a local area network (LAN) or an enterprise-wide e-mail system that carries messages to various users in various physical locations over a wide area network (WAN) e-mail system to an e-mail system that sends and receives messages around the world over the internet. Often the same e-mail system serves all three functions.

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**E-mail messages** are electronic documents created and sent or received by a computer via an e-mail system. This definition applies equally to the contents of the communication, the transactional information, and any attachments associated with such communication. E-mail messages are similar to other forms of communicated messages, such as correspondence, memoranda and circular letters.